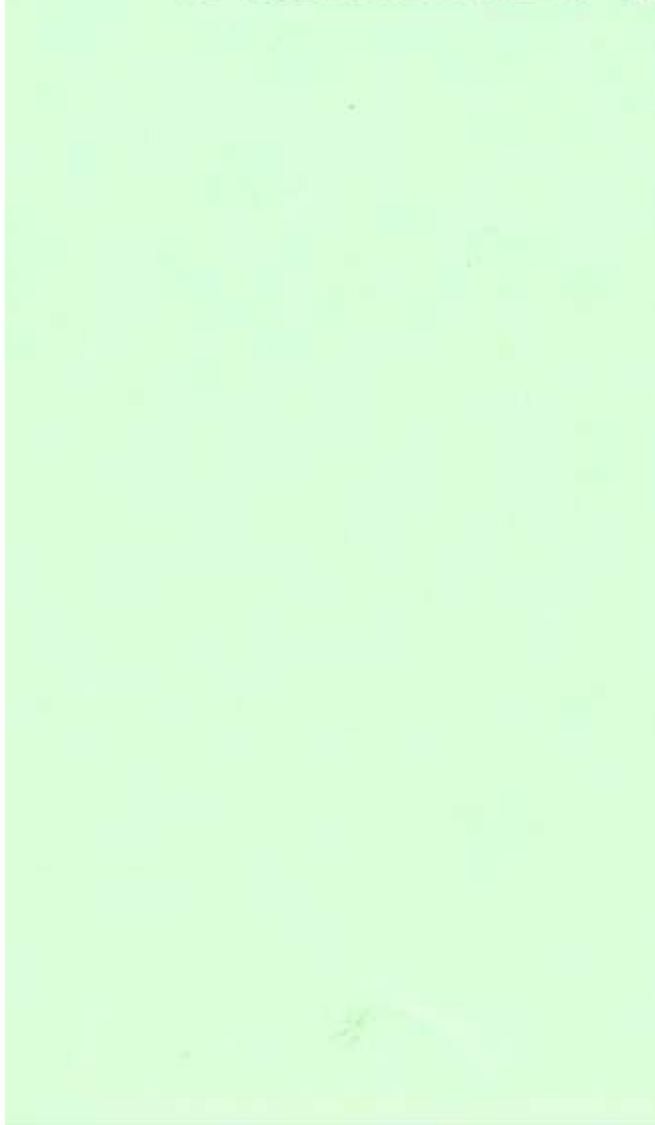


EXHIBIT 1



Service Request Activity (All)

SIEBEL

		Closed	
		Short Desc.	Perf Mgmt - Steven Kincaid
Date Closed	7/8/03 9:32:24 PM		
Application/Area	Gen Mgr. Consultation		
	Disciplinary Counseling		
		(704) 386-6472	
		Cust Ref No.	
AWARD			



Description

Sd focus on cust sat team. Sd they are w/in Marketing team, manage 2 studies. Sd mostly what Steve does is to have strategic ideas and influence people and how to look at cust satisfaction based on data. Sd they're very strategic & above product or channel level. Sd setting measurement cust sat for bank. Sd Steve's role is strategic & consulting & must influence people. Sd she moved Steve to NC last Aug. Sd ws new to bank then. Sd must do heavy consulting based on statistical knowledge & survey research. Sd hd 1st qtr rvw mtg & address his hoshin plan. Sd as rvwd highlighted what he wsnt doing as part of role. Sd he clearly understood that consulting is main piece of role & not statistics. Sd Steve has good stat skills. Sd gave Steve her fdbk after Hoshin Plan. Sd since chng rating scales & tht

Activities

Date Opened	Created By	Assigned To	Activity	Status	Comment
7/8/03 9:32:28 PM	AWARD	AWARD	Closed	Done	The service request has been closed.
6/17/03 4:59:04 PM	AWARD	AWARD	Call - Outbound	Done	
6/17/03 3:56:47 PM	STARAN	STARAN	Audit-Owner	Done	
6/13/03 2:25:35 PM	AWARD	AWARD	Extended Description Cont.	Done	discussd optins mgr will term tee discussd sep

BoFA-0111

Service Request Activity (All)

SIEBEL

Activities

Date Opened	Created By	Assigned To	Activity	Status	Comment
6/13/03 12:55:37 PM	AWARD	AWARD	Call - Inbound	Done	<p>4/16 ee given wrtn; mgr has tld to ee periodically gvg good & neg fdbck..mgr sd 6/11 tld to ee let ee know he is not mkg it..cld see ee had tried but result mgr is expectg is not there..</p> <p>mgr sd she knows ee heard.</p> <p>mgr sd her mgr does not gve finals..sr mgr sd has termd others w/o gvg 2 wrtns..</p> <p>mgr sd she & andrea decided to verbally warn ee on 6/11 in preparation for term on 6/13..mgr sd conv on 6/11 was like they were hvg it for first time agn..mgr sd ee just didnt get it..</p> <p>mgr sd ee's 1st Qtr MYP was NI..then recvd wrtn in april..</p> <p>mgr sd ee's skills are on level of junior analyst..wld never be lead person in a mtg..</p> <p>mgr sd she cannot justify keeping ee in postn.</p> <p>CONTD...</p>
6/11/03 1:15:39 PM	AMONTG	AMONTG	Call - Inbound	Done	ee tech skills exceptnl, consulting skills not evident. ee is respons for consulting ee presentd wrtn couns in April. mgr planned to present final wrtn couns today. in the last week ee has been having back trouble and had been going home early. not feeling well this morning mgr was concernd that ee might have disability thoughts. mgr wants to term.
6/11/03 1:15:31 PM	AMONTG	AMONTG	Reopened	Done	The service request has been reopened.
4/17/03 3:13:20 PM	STARAN	STARAN	Closed	Done	The service request has been closed.
4/17/03 3:10:39 PM	STARAN	STARAN	Call - Inbound	Done	<p>Sheila left vm stating meeting w/ Steve where she delivered written counseling went okay.</p> <p>Sd felt it ws somewhat of a surprise</p> <p>Sd he seemed to undrstnd msg.Sd he hs nvr stated tht he dnt agree w/ fdbk.Sd he is earnest in wanting to respond & be successful.</p> <p>Sd very professionally received.</p>
4/16/03 2:03:29 PM	STARAN	STARAN	Attachment	Done	An Attachment has been added to the service request.

BoFA-0112

SIEBEL

Service Request Activity (All)

SIEBEL

Activities

Date Opened	Created By	Assigned To	Activity	Status	Comment
4/16/03 2:03:15 PM	STARAN	STARAN	Attachment	Done	An Attachment has been added to the service request.
4/16/03 2:03:02 PM	STARAN	STARAN	Attachment	Done	An Attachment has been added to the service request.
4/10/03 6:36:52 PM	STARAN	STARAN	Call - Outbound	Done	<p>vm to sheila to discuss docs sent</p> <p>4/11-Contd to trade vm's w/ Sheila.</p> <p>4/15-Connected w/ Sheila</p> <p>She sd hd weekly meeting w/ Steve last Wed. Sd he is trying. Sd she's documenting what he has to do. Sd he is actively going out and trying to meet w/ bus prtnts & consult.</p> <p>Sd in one particular topic-key driver topic-he is taking ownership. Sd she sees some imprvmnt but when she looks at full picture,he's not close.</p> <p>Sd he also sd he needed to bring strategic ideas. Sd he brought two but it ws exactly what was discussed in meeting previously & someone else ws wrkng on it.</p> <p>Sd othr idea ws simply communication doc tht if hd ownership of key drivers wd hv bn done.</p> <p>Sd not strategic.</p> <p>Sd on Loyalty project,he's moving it frwrd & hs some pretty good ideas but hsn't done ldrshp things like setting up mtgs w/ prtnts he nds to meet w/</p> <p>Sd he's struggling w/ simple tools-mapping out & executing process- he nds to create to do project</p> <p>Sd gave Steve simple task which he did right away,very simple-cust of bank askd for some stuff. Sd he was way off & she is having to redo it.</p> <p>Gave ex of identifying financial gain tied to cust sat scores. Sd he isn't able to figure out who to bring together to accomplish</p> <p>Discussed verbiage in writt counseling. Advsd to give MYP results&couns</p>

BoFA-0113

Service Request Activity (All)

SIEBEL

Activities

Date Opened	Created By	Assigned To	Activity	Status	Comment
4/8/03 7:33:09 PM	STARAN	STARAN	Extended Description Cont.	Done	<p>w/ presentation in steering committee mtg & he left mtg early. Sd dsnt know why yet. Sd he did okay in presentation.</p> <p>Sd she hd tid him in Q1 fdbk tht he needed to influence this steering committee.</p> <p>Sd she's concerned</p> <p>Sd dsnt take project from conception to completion. Sd hs issues w/ initiative, influencing, ldrshp.</p> <p>Discussed tht they meet every Wednesday. Sd tht she shd put together bullet points & examples</p> <p>Sheila will email her Q1 hoshin plan for Steve and list of issues for assistance in putting into right words.</p> <p>Sheila-704/386-6472</p>

BoFA-0114

Service Request Activity (All)

SIEBEL

Activities

Date Opened	Created By	Assigned To	Activity	Status	Comment
4/8/03 7:06:06 PM	STARAN	STARAN	Extended Description Cont.	Done	<p>she rated nds improvement</p> <p>Sd tht she dnt hv good doc for 4th qtr and ws more here are your goals & not how you're doing against it.Sd ws rated solid then</p> <p>Sd her mgr Alec Kotoupolis,is ready to move frwd quickly</p> <p>Sd Alec hs cleaned house since took ovr group in Dec</p> <p>Sd hd 1st qtr rww abt 2 weeks ago.</p> <p>Sd gave list of where he is doing okay & where he is not doing well.</p> <p>Sd while rwwd Hoshin goals addrssd places where he hdnt met expectations.</p> <p>Sd drew picture w/ 3 lines to indicate where he needed to be which ws in consulting instd of statistical.</p> <p>Sd need to be able to take key drivers from various sources and pull them together & defining direction</p> <p>Set Steve is suposed to take all surveys,define stdrd & rate surveys on whether meeting stdrd & what nd to do to get w/in stdrd.</p> <p>Sd he developed stdrd okay but cant get him to draw picture of who's in strd or not,let alone what plan is to get w/in stdrd.Sd she drew example & what he gave her back wsnt even close to logical organization</p> <p>Sd thinks issue is bad fit.Sd thinks he's statistician.Sd Steve hs sd dsnt mind being person in cube running numbers.</p> <p>Sd when Sheila became involved in one of his 2 projects,sd Steve is hvng trouble undrstdng tht she nds to be involved in all projects.</p> <p>Sd since Q1 she hs become convinced tht despite Steve's efforts</p> <p>Sd ex. is afr 7 mnths,cant navigate org.Sd if she says to put together commun plan of who nds to know what he just put together,he cnt do it.</p> <p>Sd afr Q1 fdbk,sd she tasked him</p>

4/8/03 7:06:02 PM	STARAN	STARAN	Audit Owner	Done
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BoFA-0115